



December 14, 2005

RE. RFP DGS-2053, **ADDENDUM #17**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 6.1

Section 6.1 TOC. Updated the table of contents so that 6.1.6.2 and 6.1.6.3 appear. This caused repagination of the entire TOC.

Section 6.1.2.5, page 10. Updated page number in footer to accurately show page '10'.

Section 6.1.2.8, page 20. Inserted a note at the end of the page to clarify the changes affected by the previous addendum (#16).

Section 6.1.2.9, page 23. Changed the section number to reflect the outline of the latest version of the RFP. Also changed the page number to reflect the latest repagination of the RFP.

Section 6.1.3.10, pages 94-96. Changed this section to “Audio Conferencing (M-O)” and revised text and tables. This caused some text to be deleted from the top of page 96.

Section 6.1.5.1.2, page 115. Deleted last two line items in table 6.1.5.1.2.

Section 6.1.5.1.3, page 117. Deleted table line items for “Identify, test, and label expedite option” and “Cabling expedite option.” Added table line item for “Design Engineer.”

Section 6.1.6, page 120. Edited first sentence in the paragraph.

Section 6.1.8.3, page 140. Deleted “Back Billing” from this page because it is also on page 141.

Section 6.1.8.4.1, page 141. Added “payment and five (5) years for e-rate funded projects” to the second paragraph.

Section 6.1.11.2, page 160. Added “plus any applicable AMUCs” to the end of the first bullet.



Section 6.1.11.2.2, page 168. Changed “net conferencing” to “audio conferencing” in the table.

Section 6.1.11.2.2, page 170. Changed “net conferencing” to “audio conferencing” in the table.

Section 6.1.11.2.2, page 176. Changed “net conferencing” to “audio conferencing” in the table.

Section 6.1.11.2.15, page 188. Changed left-column heading to “Intra-LATA Calling” and deleted “(AMUCs)” from the right-column, under ‘Immediate Rights and Remedies’.

Section 6.1.13, page 212. Deleted eighth bullet on page 212 and added “applications” to the last bullet (on page 213).

Section 6.1.13.1, page 213. Deleted “News” from list of bullets.

Section 6.1.13.2, page 214. Added “Individual Case Basis” to the paragraph.

Section 6.1.13.3, pages 215-216. Added a new sentence to the end of the first paragraph. Deleted the last bullet on the top of page 216.

Section 6.1.13.4, page 216. Revised first sentence in the paragraph at the bottom of page 216.

Section 6.1.13.4, page 217. Revised the two paragraphs above and below the heading ‘Minimum Requirements’.

Section 6.1.13.6, pages 218-219. Revised the last two sentences in the first paragraph on page 218. Revised first lists of bullets spanning pages 218-219.

Section 6.1.13.7, page 219. Deleted second sentence in the first paragraph.

Section 6.1.13.8, page 220-221. Deleted the last sentence in the first paragraph on page 220. Deleted paragraph that read “Monthly reports will remain accessible to DTS/ONS for a period of 6 months”.

Section 6.1.13.8.1, page 221. Reformatted the page due to deletions from the preceding page.

Section 6.1.13.8.2, page 222. Reformatted the page due to deletions from the preceding page.



SECTION 6.2

Section 6, TOC. Revised the complete table of contents. NOTE. due to the addition of a major section, all of the numbering in this section has changed.

Section 6.2.3, page 4. Added “intra-lata” text to first paragraph.

Section 6.2.12, page 39. Edited paragraph text at the top of the page and added line item to Table 6.2.12.a for “Limited Usage Calling Card.”

Section 6.2.14, pages 42-a, b, and c, plus page 43. Added “Net Conferencing (M-O)”. NOTE. The addition of this new section caused all the section numbering in the rest of Section 6.2 to change.

Section 6.2.17, page 57-e. Revised list of line items in Table 6.2.17.1.3.

Section 6.2.17.2, page 57-f. Revised the table number and number reference to correspond with the subsection number.

Section 6.2.20.4.1, page 76. Added “payment and five (5) years for e-rate funded projects” to the second paragraph.

Section 6.2.23.1, page 91. Changed text in first two sentences of the first paragraph. Deleted “(e.g. DTS/ONS Escalation)” from the table description under “Immediate Rights and Remedies”.

Section 6.2.23.1, page 94. Revised text in first bullet.

Section 6.2.23.2.3, page 98. Revised the title of the second line item in the table to read “Limited Usage Calling Cards”.

Section 6.2.23.2.4, page 99. Changed “Inter-LATA” to “Intra-LATA” in the table.

Section 6.2.23.2.5, page 101. Changed “Inter-LATA” to “Intra-LATA” in the table.

Section 6.2.23.2.7, page 104. Changed “Inter-LATA” to “Intra-LATA” in the table.

Section 6.2.23.2.8, page 105. Changed “Inter-LATA” to “Intra-LATA” in the table.



Section 6.2.23.2.9, page 107. Changed “Inter-LATA” to “Intra-LATA” in the table.

Section 6.2.23.2.11, page 110. Changed “Inter-LATA” to “Intra-LATA” in the table.

Section 6.2.25, pages 132-133. Revised list of bullets, starting with the seventh bullet. This caused repagination of both pages.

Section 6.2.25.2, page 134. Added “Individual Case Basis” to the first paragraph, last sentence.

Section 6.2.25.3, page 135. Revised the last two sentences in the first paragraph.

Section 6.2.25.4, pages 136-137. Revised the paragraph at the bottom of page 136, including text on the top of page 137. Also on page 137, revised the paragraph under *Minimum Requirements*.

Section 6.2.25.5, pages 137-138. Revised paragraph at the bottom of page 137 and second paragraph at top of page 138.

SECTION 6.3

Section 6.3 TOC. Updated table of contents.

Section 6.3.2, page 6-6c. Textual changes in page 6 and 6-a, addition of rows on page 6-b, and addition of text and table on page 6-c.

Section 6.3.2.3, page 13. Modified first bullet by adding an “s” after “standard”.

Section 6.3.2.3.2, page 14. Added the word “applicable” in first bullet.

Section 6.3.2.4, page 18-19. Bulleted items at bottom of page 18 and top of page 19.

Section 6.3.2.5, page 20. Bulleted items at bottom of page.

Section 6.3.3, page 48. Bulleted items at top of page.

Section 6.4.3.2.2, page 53. Bulleted items at top of page.

Section 6.3.4.4, page 59. Changed the section designation to “(M)”.



Section 6.3.4.6, page 62. Bulleted items at bottom of page.

Section 6.3.8.1.1, page 100-101-c. Modified text and tables.

Section 6.3.8.1.3, page 102. Deleted rows at bottom of table.

Section 6.3.11.2, pages 119-123. Inserted subsection “Back Billing” which was missing. This caused renumbering of all subsections through 6.3.11.5.

Section 6.3.14.2.1, page 137. Modified first bullet.

Section 6.3.16, pages 177-184. Modified text, bulleted items, and deleted some text.

SECTION 6.4

Section 6.4 TOC. Updated table of contents.

Section 6.4, page 1. Modified last paragraph by replacing “types as” with “pricing is”.

Section 6.4, page 2. Modified wording in 2nd paragraph after bullets.

Section 6.4, page 6. Modified 10th bullet and added last bullet.

Section 6.4, page 8. Modified 7th bullet on page.

Section 6.4.3.1, page 9. Added portability option in table 6.4.3.1.b.

Section 6.4.3.1, page 19. Replaced the acronym “BYSD” with “BAYSIDE”, and added the last bulleted item on the page.

Section 6.4.3.2, page 21. Added portability option in table 6.4.3.2.b.

Section 6.4.3.2, page 30. Replaced the acronym “BYSD” with “BAYSIDE”.

Section 6.4.3.3, page 42. Replaced the acronym “BYSD” with “BAYSIDE”.

Section 6.4.3.3, page 54. Replaced the acronym “BYSD” with “BAYSIDE”.



Section 6.4.4.3, page 72. Replaced the acronym “BYSD” with “BAYSIDE”.

Section 6.4.4.3, page 84. Replaced the acronym “BYSD” with “BAYSIDE”.

Section 6.4.6.1.1, page 92-93-a. Changes to Station Wiring Services, including table changes.

Section 6.3.8.1.3, page 93-c. Deleted 4 rows at top of page and modified text on the page.

Section 6.4.6.1.3, page 93-e. Added Design Engineer at bottom of page.

Section 6.4.8, page 95. Changed section number from 6.4.7 to 6.4.8 (It was incorrect in Addendum 13).

Section 6.4.9.2, page 111. Deleted heading and paragraph text for “6.4.9.3 Back Billing”, which is correctly on page 112.

Section 6.4.14.2, page 166. Deleted 2nd bulleted item and deleted “and Customers” in new second bulleted item.

Section 6.4.14.2, page 167. Added “Individual Case Basis” to last sentence in first paragraph.

Section 6.4.14.3, page 168. Added last sentence in first paragraph.

Section 6.4.14.3, page 169. Deleted 8th bulleted item on page.

Section 6.4.14.5, page 170. Deleted last sentence in first paragraph.

Section 6.4.14.2, page 171. Deleted the sentence. “Monthly reports will remain accessible to DTS/ONS for a period of 6 months.”

SECTION 11

Appendix A, page 4. Added the following sentence to the term: “DTS/ONS” – DTS/ONS is now synonymous with STND, the Statewide Telecommunications and Network Division, which is the new name for DTS/ONS.

Appendix A, page 10. Added the following term: “**STND**” shall mean the Statewide Telecommunications and Network Division, the new name for DTS/ONS.



GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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Section 6.1

Section 6.1 Core Services – MODULE 1

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The Contractor may offer the Business Access Line features detailed in Table 6.1.2.4.b

Table 6.1.2.4.b – Business Access Lines and Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|--|---------------------|-----------------------|--------------------|
| Bidders are to list all the feature packages available for Business Access Line services: | | | |
| | | N/A | |
| Bidder's Description: | | | |
| | | | |
| Bidder's Description: | | | |
| | | | |
| Bidder's Description: | | | |
| Additional unsolicited features offered by the Bidder: | | | |
| | | | |
| Bidder's Description: | | | |

6.1.2.5 Central Office Exchange Basic Services (M-O)

The Contractor shall provide central office exchange based single line services and features available as described in this section (or the functional equivalent through another technology). The Contractor provided services shall include the following features:

- **Call Hold** - Allows End-User to put the first party on hold and call a second party
- **Call Transfer** - Allows the End-User to transfer a call to another party
- **Intercom** - Enables station End-User to establish a talking path to another station of an intercom group
- **Call Forwarding** - Allows the End-User to forward incoming calls to another number
- **Intercom Transfer** - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference
- **Three Way Calling** - Allows three parties to conference together on the same call

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Intra-LATA services detailed in Table 6.1.2.7.a.

Table 6.1.2.7.a Intra-LATA Calling Usage Services (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Documentation/Location |
|---|--|------------------------------|-------------------------------|
| Local Calling up to 12 miles | Local calling service up to 12 miles | | |
| Bidder's Description: | | | |
| Local Calling over 12 miles and up to 16 miles | Local calling service over 12 and up to 16 miles | | |
| Bidder's Description: | | | |

6.1.2.8 deleted

NOTE: this subsection was deleted, which also caused the deletion of pages 21 and 22 (see Addendum 16). The document now resumes with page 23 on the following page.

6.1.2.9 Locally Based Automatic Call Distribution (ACD) (M-O)

The Contractor shall provide automatic call distribution services for call center service functionality that provides equitable call distribution and queuing functions for call centers. The Contractor shall provide call center services that are premise or central office based and that provide call center Agencies with ACD functionality. Costs for premise based Equipment solutions shall be included in the service fees. Implementation of premise-based solutions may require DTS's delegation of authority. The ACD shall be able to handle ACD Agent Software Package, Basic ACD Supervisor's Software Package, and System Administrator Software Package, all of which are described below.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the DSL VPN service and features detailed in Table 6.1.3.9.a

Table 6.1.3.9.a DSL Virtual Private Network (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|--|-----------------------|-------------------|
| DSL VPN site-to-site connectivity solutions (non-Internet traversing) | End-to-end DSL virtual connection | | |
| Bidder's Description: | | | |
| Expedite | Bidders are to describe installation interval commitment and expedite criteria | | |
| Bidder's Description: | | | |
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

6.1.3.10 Audio Conferencing (M-O)

Audio Conferencing shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following.

- Multiple port conferencing
- Meet-me conference-bridge

All Audio Conferencing services shall be available and functional to all subscribers. Bidder shall describe how Customers will access this service.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the Audio Conferencing features detailed in Table 6.1.3.10.a

Table 6.1.3.10.a Audio Conferencing Features (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|---|---|-----------------------|--------------------|
| Direct Dial, Basic Dial-In Meet Me Service (up to 6 ports) | Also known as “Meet-Me” service, participants (up to 6) dial a pre-established number to join the conference call. | | |
| Bidder’s Description: | | | |
| Direct Dial, Dial-In Meet Me Service (up to 24 ports) | Also known as “Meet-Me” service, participants (up to 24) dial a pre-established number to join the conference call. | | |
| Bidder’s Description: | | | |
| Direct Dial, Dial-In Meet Me Service (up to 48 ports) | Also known as “Meet-Me” service, participants (up to 48) dial a pre-established number to join the conference call. | | |
| Bidder’s Description: | | | |
| Direct Dial, Dial-In Meet Me Service (up to 96 ports) | Also known as “Meet-Me” service, participants (up to 96) dial a pre-established number to join the conference call. | | |
| Bidder’s Description: | | | |

Contractor may offer the Audio Conferencing features detailed in Table 6.1.3.10.b

Table 6.1.3.10.b Audio Conferencing Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|---|---------------------|-----------------------|--------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder’s Description: | | | |

6.1.3.11 Data Network Operations And Management (M-O)**6.1.3.11.1 General Description (M-O)**

The State must be assured that the proposed data network meets established industry Standards. The Bidder shall provide a description of its network operations and management.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---|-----------------------|-------------------|
| Station Cabling – Horizontal Copper Cat 6 | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Copper - Identify, Test and Label | Wiring services to identify, test, and label existing horizontal station wiring per single station location. | | |
| Bidder's Description | | | |

6.1.5.1.1 Inside Wiring Services (D)

Contractor shall provide inside wiring services to support the services covered by RFP Section 6.1 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.1.5.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|----------------------|--|-----------------------|-------------------|
| Bidder's Description | | | |
| Design Engineer | Labor only; BICSIRCDD Certified Design Engineer. | | |
| Bidder's Description | | | |

6.1.5.2 Sacramento Fiber Loop Facilities (D)

The State currently owns installed fiber in the Sacramento metropolitan area known as the Sacramento Fiber Loop. The loop is constructed of 72-fiber cable, consisting of both multi-mode and single mode fiber strands. The cable is arranged to form a continuous loop connecting 12 of the major State owned buildings. An additional 14 buildings are attached to the loop in a “hub and spoke” arrangement. The fiber loop and spurs are typically routed into a building’s main telephone room, and terminated within secure fiber optic patch panels. A detailed drawing will be supplied to the successful Module 1 Contractor.

The Contractor shall not use the Sacramento Fiber Loop or its supporting substructure for delivery of CALNET II services to Agencies. However, as a desirable option, the Contractor shall provide emergency restoration services, as specified below.

6.1.5.2.1 Emergency Restoration Services-Fiber Loop (D)

The State seeks emergency restoration services for the outside plant portion of the 72-strand Sacramento Fiber Loop and its associated fiber spurs. The Contractor may propose variations of these Requirements but should clearly identify all aspects for evaluation.

Emergency restoration services should consist of the following:

- Maintaining a 24-hour, 7 day per week trouble reporting/repair initiation number

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.5.

Table 6.1.5.5 Services Related Hourly Support (M-O)

| Labor Classification Name | Classification Description | Meets or Exceeds? Y/N | Document/ Location |
|----------------------------------|---|------------------------------|---------------------------|
| Field Technician | Field technician properly trained to an expert level for the service being dispatched | | |
| Bidder's Description: | | | |

6.1.6 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) required to support the specific services provided under this Section 6.1 at the prices provided by the Bidder in Section 7 for the associated Services and features. (CPE prices are to be included in the Service or feature price] All other CPE can be obtained by CALNET II Customers through other procurement vehicles. Any and all exceptions for inclusion of other CPE on the Contract will require the prior approval from the DTS/ONS.

6.1.6.1 Compatibility (M)

Many CALNET I Customers use proprietary Equipment for voice line-side services and data WAN applications. The Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET I Customers who wish to continue to receive CALNET II services from the Contractor. Customers with proprietary Equipment will have to be accommodated in this new environment

- International Roaming Manipulation
- Identity Theft
- Message relay (eves dropping)
- Security breaches
- Denial of service
- Roaming Fraud
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls
- Hacking

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.1.8.4 Invoice Audits (M)**6.1.8.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.1.11.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.1. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.1.

6.1.11.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single circuit or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC) plus any applicable AMUCs
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.1.11.2.2 through 6.1.11.2.16
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration

6.1.11.2.5 Catastrophic Outage 2 (M)

| Services | Catastrophic Outage 2 | | | | |
|--|--|--------|--------|----------------------|------------------|
| <p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Digital Service Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p> | <p>Definition</p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1262 1393 1402"> <tr> <th data-bbox="685 1262 1045 1318">Tier 1</th><th data-bbox="1045 1262 1393 1318">Tier 2</th></tr> <tr> <td data-bbox="685 1318 1045 1402">Less than 30 minutes</td><td data-bbox="1045 1318 1393 1402">Less than 1 hour</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> | Tier 1 | Tier 2 | Less than 30 minutes | Less than 1 hour |
| Tier 1 | Tier 2 | | | | |
| Less than 30 minutes | Less than 1 hour | | | | |

6.1.11.2.6 Catastrophic Outage 3 (M)

| Services | Catastrophic Outage 3 | | | | |
|---|---|--------|--------|----------------------|----------------------|
| <p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier *</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Digital Service Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>Voice Mail</p> | <p>Definition</p> <p>The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1213 1393 1354"> <tr> <th data-bbox="685 1213 1047 1270">Tier 1</th><th data-bbox="1047 1213 1393 1270">Tier 2</th></tr> <tr> <td data-bbox="685 1270 1047 1354">Less than 15 minutes</td><td data-bbox="1047 1270 1393 1354">Less than 30 minutes</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> | Tier 1 | Tier 2 | Less than 15 minutes | Less than 30 minutes |
| Tier 1 | Tier 2 | | | | |
| Less than 15 minutes | Less than 30 minutes | | | | |

6.1.11.2.9 Excessive Outage (M)

| Services | Excessive Outage | | | | |
|--|--|--------|--------|--------------------|--------------------|
| <p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Line</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Digital Service Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>Switched 56*</p> <p>Voice Mail</p> <p>Locally Based ACD</p> <p>Interactive Voice Response (IVR)</p> <p>Specialized Call Routing</p> <p>Computer Telephone Integration</p> <p>“*” = Tier 1 is</p> | <p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a circuit or service, for more than twelve (Tier 1) or twenty-four hours (Tier 2).</p> <p>Measurement Process</p> <p>The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1003 1393 1142"> <tr> <th data-bbox="685 1003 1045 1058">Tier 1</th><th data-bbox="1045 1003 1393 1058">Tier 2</th></tr> <tr> <td data-bbox="685 1058 1045 1142">Less than 12 hours</td><td data-bbox="1045 1058 1393 1142">Less than 24 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>Tier 1:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.</p> <p>Tier 2:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.</p> <p>Monthly Rights and Remedies</p> | Tier 1 | Tier 2 | Less than 12 hours | Less than 24 hours |
| Tier 1 | Tier 2 | | | | |
| Less than 12 hours | Less than 24 hours | | | | |

6.1.11.2.15 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

| Services | Time To Repair (TTR) – Network Dialing Services (NDS) |
|--------------------|---|
| Intra-LATA Calling | <p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place local toll calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 5 hours-1 to 25 End-Users Less than 4 hours-25 to 50 End-Users Less than 2 hours-50 or greater</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the Average Monthly Usage Cost End-User Escalation Process DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

6.1.13 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.1.12 and this Section 6.1.13 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing and network performance analysis
- Web-enabled applications for service order/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section shall be implemented and available for DTS/ONS and DTS/ONS authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 business days after Contract award
- Web-enabled applications shall have the ability to create password-protected accounts for access by DTS/ONS authorized Customers
- Provisions for ad hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications, and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals (Tool and Report Inventory and Schedule). In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed

- Transport and Software necessary for DTS/ONS to access the network monitoring and management applications and reports

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and service rates, including features
- Contract language and amendments
- Customer's FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by the Customer 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section 6.1.10.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each circuit, phone number, or service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information: Contractor ticket number, Agency name, Agency unique identification number, Customer contact information, circuit number/phone number, virtual path number, service type, time/date ticket was opened, time/date ticket closed, A and Z address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, actual time/date of arrival, estimated time of restoral, actual time/date of restoral, stop clock condition(s) applied and duration(s), and description of resolution. The Contractor will update tickets with all sub-contractor and/or Affiliate provided status information.

System Functionality:

This system shall only provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific circuit/phone number/unique service identifier
- View all historical trouble tickets on a specific circuit/phone number/unique service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location

- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.4 Service Provisioning, Tracking, and Inventory System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows Customers the ability to order service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the ordering/provisioning Requirements of the State. The Contractor's Customer Service Center shall respond to a Customer's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be processed the next business day.

Customers shall have the option to submit orders through:

- The Service Provisioning and Tracking System
- STD 20, or
- Additional DTS/ONS approved ordering systems.

DTS/ONS and Customers shall have web-based access to view orders and status for a 3-month period after the initial billing date for completed service orders. If multiple ordering methods are used (e.g., STD 20, additional ordering systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 business days of receiving the order from the Customer. All Customer information shall be

accessible to DTS/ONS and partitioned information shall be accessible to authorized Customers.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, Customer service order number, date of service order, Agency name, Customer ID number, A and Z End-User address location(s), installation date, service type, service identifier number, speed, quantity, features, feature code, contact information, install due date, order completion date, demarcation location, circuit number/phone number/service identifier, and comments.

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.5 On-Line Tool for Moves, Adds, and Changes (M)

The Contractor shall provide authorized Customers a Software application, which provides the capability to change features and service option assignments on existing Central Office Exchange Services (or equivalent) stations. These requests are processed on the Contractor's Equipment without having to issue service orders. This tool shall also allow Customers the capability to manage number groupings (e.g, directory number hunt, call pickup, etc.) and request reports. The Contractor shall be responsible for updating the Contract related inventory when changes are made using this tool.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.6 Network Backbone Monitoring Application/Tool (M)

The Contractor shall provide a real-time and historical network performance and fault detection application/tool to DTS/ONS. The system shall be designed to identify the availability and performance of contracted services along with the overall network health. This system must be designed to identify the availability and performance of all backbone services.

The Contractor's application/tool shall provide the following features:

- Dynamic GUI views that show the relationship between backbone devices in complex switched environments and network services
- Alarm indicators for adversely effected backbone network components
- Immediate real-time backbone network availability, throughput, congestion, utilization, and error statistics inquiry responses
- Notification or indicators when components are in an administrative/maintenance status
- Real-time event log showing network activity
- Drill down (point and click) capability to view hierarchical layout of components within the network
- This tool shall provide the capability to run customized reports
- The statistical information shall be in a data extractable format

The Contractor shall provide the following data backbone trend reports:

- Trunk utilization shall report ingress/egress port level information measured on a daily, weekly, and monthly basis
- Throughput shall be measured on an hourly, daily and monthly basis for backbone traffic connections. Ability for End-User requests to obtain throughput reports on specific End-User interface
- Provide standard and customized reports as determined by DTS/ONS

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.7 Backbone Network Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Backbone Network Maps identifying backbone components including: circuit type, circuit identification, switch type, switch identification, NNIs, and handoff points. The Contractor shall provide revisions upon DTS/ONS request. In addition, the Contractor shall provide a map(s) identifying the various types of single points of failure and their locations in the network(s).

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. —

The Contractor shall also provide switch data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly Service Level Agreement Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report(s) that indicates what SLA and rebates were applied to each ticket number. —

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. Voice and data services shall be reported separately. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders entered into an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, Customer's service order number, type of order (new service, adds, moves and changes) circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, percentage of Customer rebate.

The Contractor shall calculate and include the monthly SLA provisioning percentage in the monthly report.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

Section 6.2 Long Distance Services for Voice – MODULE 2

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Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Long distance services will be evaluated on the Bidder’s diagrammatic representation in the Voice Network Design and will be weighted as described in RFP Section 9.5.3 - C.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.3 LONG DISTANCE CALLING (M-O)

The Long Distance services shall consist of Intra-LATA (calls placed within a lata greater than 16 miles), Inter-LATA, Inter-State, and International calling. The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

- **10-Digit/14-Digit Exclusion** - Customers can use 10-digit or 14-digit exclusion to prevent abuse by blocking all calls to unauthorized numbers
- **Universal Range Privileges** - Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas
- **Accounting Codes** - An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project.

authorized in foreign countries. The Contractor shall provide standard calling cards and limited usage cards that are rechargeable and all calling cards shall have a magnetic strip. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The services shall be billed on the Customer's regular monthly telephone bill and shall include the card number and the authorized End-User of record.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

Table 6.2.12.a Calling Card Services (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|-----------------------------------|---|-----------------------|-------------------|
| Standard Calling Card | Available on a "billed monthly" basis | | |
| Bidder's Description: | | | |
| Limited Usage Calling Card | Calling card that is paid monthly for usage incurred and is rechargeable. | | |
| Bidder's Description: | | | |

The Contractor may offer the network audio conferencing features detailed in Table 6.2.13.b.

Table 6.2.13.b Network Audio Conferencing Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|--|---------------------|-----------------------|--------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

6.2.14 NET CONFERENCING (M-O)

The Contractor shall provide and support net Conferencing. The service shall provide a graphical interface allowing data (text, documents, data or images) to be viewed, shared or collaborated on by participants via the Internet without the Requirement of purchasing additional Software. This service shall be available with standalone functionality or operate concurrently with Audio Conferencing calls. This service shall support Secure Sockets Layer (SSL) encryption.

Net Conferencing standard features are as follows:

- **Virtual Meeting Room** – Allows the host to view where the participants are seated
- **Meeting View** – Conference calls can be monitored via the Internet through online polling, Q&A, and chat functions
- **Meeting Transcript** – Enables the presenter to send out an email with all the meeting information, documents, notes, polls and questions
- **Edit Documents Real-Time** – Make real-time changes to documents while participants remain in 'view only' mode

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Net Conferencing features detailed in Table 6.2.14.a.

Table 6.2.14.a Net Conferencing Features (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|----------------------------------|---|------------------------------|---------------------------|
| Reserved Net Conferencing | Requires advance reservation, provides the assignment of password to allow participants access. Allows the presenter to select which privileges each participant receives. Can be fully supported by a network attendant that can provide online help during the conference. Certain features are only available with Reserved Net Conferencing including Conference Coordinator and Net Conference Replay. | | |
| Bidder's Description: | | | |
| Instant Net Conferencing | Instant Net Conferencing enables Customers to establish a Net Conference within seconds by using an established meeting number. This feature shall allow Customers to reuse the same meeting number, or set up new ones for better security. | | |
| Bidder's Description: | | | |
| Conference Coordinator | Coordinator who will post text, data, documents or images for a reserved conference call. | | |
| Bidder's Description: | | | |
| Net Conference Replay | Net Conference Replays record and synchronize the audio and data portions of the meeting. The Net Conference Replay is then available via the Internet. Net Conference Replays shall be viewable with a Real Player or Windows Media Player. | | |
| Bidder's Description: | | | |

The Contractor may offer the Net Conferencing features detailed in Table 6.2.14.b.

Table 6.2.14.b Net Conferencing Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|--|---------------------|-----------------------|--------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

6.2.15 LONG DISTANCE NETWORK OPERATIONS AND MANAGEMENT

6.2.15.1 General Description (M)

The Contractor shall provide a long distance network that meets industry Standards. The Bidder shall provide a general description of its long distance network operations and management.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.2.17.1.3.

Cost Table 6.2.17.1.3 Inside Wiring Services (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|---|------------------------------|--------------------------|
| Station Cabling– Installer-Inside Wiring | Labor only; Installer properly trained to install cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Inside wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Optical Fiber-Inside Wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Design Engineer | Labor only; BICSIRCDD Certified Design Engineer | | |
| Bidder's Description | | | |

6.2.17.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.2.17.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in table 6.2.17.2.

Table 6.2.17.2 Services Related Hourly Support (M-O)

| Labor Classification Name | Classification Description | Meets or Exceeds? Y/N | Document/ Location |
|----------------------------------|--|------------------------------|---------------------------|
| Field Technician | Field technician properly trained to an expert level for the service being dispatched. | | |
| Bidder's Description: | | | |

location_____ page_____ paragraph_____

Description:

6.2.20.4 Invoice Audits (M)

6.2.20.4.1 Audits (M)

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.23.1 Service Level Agreement Overview (M)

The intent of this Section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for voice and data services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

| Services | SLA Name |
|-----------------------------------|--|
| [List of all applicable services] | <p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.2.2-6.2.14 et.al. All Bidders are required to offer Service Level Agreements for all services listed in the adjacent cell</p> <p>I m m e d i a t e R i g h t s a n d R e m e d i e s [Allows immediate action by DTS/ONS and the Customer, Escalation, and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g. TTR).]</p> |

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

6.2.23.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus 50 percent of the AMUC
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs,

6.2.23.2.3 Calling Card Provisioning (M)

| Services | Business Days | Calling Card Provisioning |
|------------------------------|--|---|
| Billed Monthly Calling Cards | <p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 5 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p> | <p>Definition Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p>Measurement Process Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p>Objective Activated cards delivered to the Customer within the timeframes</p> |
| Limited Usage Calling Cards | <p>Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p> | <p>Immediate Rights and Remedies \$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p>Monthly Rights and Remedies: N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.2.23.2.4 Catastrophic Outage 2 (M)

| Services | Catastrophic Outage 2 |
|--|---|
| <p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response(IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p> | <p>Definition</p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 50 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-UserEnd-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> |

6.2.23.2.5 Catastrophic Outage 3 (M)

| Services | Catastrophic Outage 3 |
|---|---|
| <p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service 900 Service</p> | <p>Definition</p> <p>The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 50 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.7 Excessive Outage (M)

| Services | Excessive Outage |
|--|--|
| Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service | <p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p> <p>Measurement Process</p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC and 50 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.8 Notification (M)

| Services | Notification |
|--|---|
| Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service | <p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification System. Updates shall be given on the above mentioned failures via the Contractor's automated notification System which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of a Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification System.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned</p> |

6.2.23.2.9 Provisioning (M)

| Services | Business Days | Provisioning |
|--|---|---|
| Audio Conferencing w/account | 1 Day | <p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p> |
| Account set-up | 10 Days | |
| Computer Telephone Integration for Network Based ACD | Managed Project | |
| Inside Wiring | Contracted Service Project Work – Section 6.2.20.11 | |
| Intra-LATA, Intrastate, Interstate Long Distance Calling | 1 Day | |
| Network Based ACD | Managed Project | |
| Network Based Interactive Voice Response (IVR) | Managed Project | |
| Network Based Specialized Call Routing | Managed Project | |
| Station Cabling | Contracted Service Project Work – Section 6.2.20.1 | |
| Toll Free | 1 Day | |
| 900 Service | Managed Project | |

6.2.23.2.11 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

| Services | Time To Repair (TTR) – Network Dialing Services (NDS) |
|---|--|
| Audio Conferencing Intra-LATA, Intrastate, Interstate, International Long Distance Calling Toll Free 900 Service | <p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 6 hours</p> <p>Immediate Rights and Remedies</p> <p>10 percent of the TMRC and 10 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide tools and reports described in Section 6.2.23 and this Section 6.2.24 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing.
- Web-enabled applications for service ordering/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs and shall have password protected accounts
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section 4 shall be implemented and available for DTS/ONS and authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 Business Days after Contract award
- Provisions for Ad Hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS and Customers the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications, and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed
- Transport, Hardware and Software necessary for DTS/ONS to access the network monitoring applications and reports

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.2.25.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

1. A list of all products and services with descriptions, availability and unique identifier, including features
2. Product and Service Rates, including features
3. Contract language and amendments
4. Customer FAQs
5. Customer ordering instructions
6. End-User Escalation Process
7. List of available vendor offered training
8. News
9. Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled

application. The Contractor's Customer Service Center, as described in Section 6.2.21.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket System shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this System. A separate ticket shall be opened for phone number, or service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing System shall include the following minimum information: Contractor ticket number, Agency name, Agency unique identification number, Customer contact information, phone number, service type, time/date ticket was opened, time/date ticket closed, address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, actual time of arrival, estimated time of restoral, actual time of restoral, stop clock condition (s) applied and duration (s), and description of resolution. The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This System shall only provide views for Contract related trouble tickets. The System shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific phone number/unique service identifier
- View all historical trouble tickets on a specific phone number/unique service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the System and how it meets or exceeds the minimum Requirements and System functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.4 Service Provisioning, Tracking, and Inventory System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows Customers the ability to order/provision service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the provisioning Requirements of the State. The Contractor's Customer Service Center shall respond to a Customer's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be processed the next Business Day.

Customers shall have the option to submit orders through:

- The Service Provisioning and Tracking System
- STD 20, or
- Additional DTS/ONS approved ordering Systems

DTS/ONS and Customers shall have web-based access to view orders and status for a 3-month period after the initial billing date for completed service orders. If multiple ordering methods are used (e.g., STD 20, additional ordering Systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 Business Days of receiving the order for the Customer. All Customer information shall be

accessible to DTS/ONS and partitioned information shall be accessible to authorized Customers.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, Customer service order number, date of service order, Customer Agency name, Customer ID number, End-User address location(s), installation date, service type, service identifier number, PIC, quantity, features, feature code, contact information, install due date, order completion date, phone number/service identifier, and comments.

The Contractor shall describe the System and how it meets or exceeds the minimum Requirements and System functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.5 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports.

DTS/ONS Monthly Service Level Agreement Reports shall be posted to the private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.5.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, phone number/unique identifier product type, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

Section 6.3

Section 6.3 Internet Protocol Services – MODULE 3

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6.3.2 HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)

The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, cabling, Software, Hardware, training and ongoing maintenance and upgrades.

The service shall deliver business-class telephony features, supporting standard business lines, direct inward dial (DID) lines, gateway services to local PSTNs, and least cost (monetary) routing. The service shall be delivered on a simple “per seat per month” cost basis.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP). The Contractor will be responsible for updating the E911 database when equipment is moved. The Contractor shall propose the method(s) to accomplish this and identify any dependencies that the customer must comply with.

No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall provide site survey, design, implementation and management of Hosted Standalone IP Telephony Services.

A site survey shall be a one time charge for the assessment of the environment to identify all required components and tasks needed for proper design and implementation of this service.

Design is a one-time charge that shall include engineering and documentation of all components required for proper implementation of this service.

Implementation is defined as a one time charge for initial installation of all onsite equipment necessary for proper operation of this service.

In the response section of the RFP, Contractor shall identify deliverables associated with each task.

In the cost table of Section 7, the Contractor shall provide the fee for each task identified based on four different model scales (see Tables 6.3.2.a and 6.3.2.b below):

Type A: 1 – 24 phones

Type B: 25 – 240 phones

Type C: 241 – 480 phones

Type D: 481 or more phones

Although separate pricing for each task has been identified, payment will be made only upon successful implementation (Customer acceptance) of services. If implementation is unsuccessful due to situations not under Contractor control or responsibility, completed services may be billed accordingly.

Contractor shall offer the hosted standalone service features of site surveys, network designs, and implementation detailed in Table 6.3.2.a.

Table 6.3.2.a Site Surveys, Network Designs, and Implementation (M-O)

| Task | Description | Meets or Exceeds? Y/N | Document/ Location |
|---------------------------------------|---|------------------------------|---------------------------|
| Site Survey Site Type A | Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (1 – 24 phones) | | |
| Bidder's Description: | | | |
| Site Survey Site Type B | Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (25 – 240 phones) | | |
| Bidder's Description: | | | |
| Site Survey Site Type C | Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (241 - 480 phones) | | |
| Bidder's Description: | | | |
| Site Survey Site Type D | Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (481 or more phones) | | |
| Bidder's Description: | | | |
| Network Design Site Type A | Design for a successful implementation of Hosted Standalone IP Telephony Service solution (1 - 24 phones) | | |
| Bidder's Description: | | | |
| Network Design Site Type B | Design for a successful implementation of Hosted Standalone IP Telephony Service solution (25 – 240 phones) | | |
| Bidder's Description: | | | |
| Network Design Site Type C | Design for a successful implementation of Hosted Standalone IP Telephony Service solution (241 – 480 phones) | | |
| Bidder's Description: | | | |

| Task | Description | Meets or Exceeds? Y/N | Document/ Location |
|---------------------------------------|---|-----------------------|--------------------|
| Network Design Site Type D | Design for a successful implementation of Hosted Standalone IP Telephony Service solution (481 or more phones) | | |
| Bidder's Description: | | | |
| Implementation Site Type A | Initial installation of all onsite equipment for Hosted Standalone Telephony Services (1 -24 phones) | | |
| Bidder's Description: | | | |
| Implementation Site Type B | Initial installation of all onsite equipment for Hosted Standalone Telephony Services (25 – 240 phones) | | |
| Bidder's Description: | | | |
| Implementation Site Type C | Initial installation of all onsite equipment for Hosted Standalone Telephony Services (241 – 480 phones) | | |
| Bidder's Description: | | | |
| Implementation Site Type D | Initial installation of all onsite equipment for Hosted Standalone Telephony Services (481 or more phones) | | |
| Bidder's Description: | | | |

Contractor may offer the hosted standalone service features of site surveys, network designs, and implementation detailed in Table 6.3.2.b.

Table 6.3.2.b Site Surveys, Network Designs, and Implementation (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|---|---------------------|-----------------------|--------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

Geographic Requirements:

For the purposes of evaluation only, the Contractor shall provide Hosted Standalone VoIP Services in the specific cities specified below. Each city will consist of 10 type A sites, 15 type B sites, 10 type C sites, and 1 type D site.

- Sacramento
- Oakland
- San Francisco
- Los Angeles
- San Diego
- San Jose

Contractor may offer the hosted standalone IP telephony business line service CPE detailed in Table 6.3.2.2.b.

Table 6.3.2.2.b – Hosted Standalone IP Telephony Business Line Service Customer Premise Equipment (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|---------------------|-----------------------|-------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

6.3.2.3 Hosted Standalone IP Telephony features (M)

6.3.2.3.1 Echo Cancellation Support (M)

The Contractor shall provide Echo Cancellation that will:

- Meet or exceed ITU G.165/G.168 and provide support for future ITU EC standards
- Provide proper handling of background noise and narrow band signals
- Provide reliable detection of double talk without divergence or clipping
- Support redundancy and be capable of dynamically tracking echo path changes resulting from conferencing, call transfers and permanent off-hook conditions
- Be field proven

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.2 Voice Compression (M)

The Contractor shall provide Voice Compression that will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.3 Packet Play-Out Algorithms (M)

The Contractor shall provide Packet Play-out Algorithms that will:

Compensate for packet loss, delay, and jitter

Be configurable and provide comprehensive network management statistics

Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.4 Hosted Standalone IP Telephony Voice Mail Services (M-O)

The Contractor shall provide Voice Mail Services to all Hosted VOIP End-Users. The Voice Mail Services shall include the capability for users to have callers leave a message to be retrieved at a later time. Additionally, the service shall allow Hosted VOIP End-Users to send messages to other End-Users in the same Hosted VOIP network. The service shall offer a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to revert to an attendant.

The minimum feature Requirements of the Hosted VOIP Voice Mail Services are as follows:

- Minimum message length will be at least 2 minutes each. List any additional "Message Length Capacity" options on Table 6.3.2.4.b below
- Message review, including skip back or ahead
- Message saving and erasing
- Erased message retrieval before call is ended
- Messaging forwarding to another voice mailbox in the system with the ability to append additional comments
- Message sending

- Password protection
- Personalized greetings (both permanent and temporary)
- Message waiting indicator signal received at workstation within 1 minute
- The voice mail system must be capable of remote access from any phone location on or off net
- Creation of Group Distribution Lists to provide the ability to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients
- Web based End-User administration application

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Contractor shall offer the hosted standalone IP voice mail services and features detailed in Table 6.3.2.4.a.

Table 6.3.2.4.a –Hosted Standalone IP Telephony Voice Mail Services and Features (M-O)

| Feature | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|---------------------------|--------------------------------|-----------------------|--------------------|
| Voice Mail Service | Minimum voice mail feature set | | |
| Bidder's Description: | | | |

Contractor may offer the hosted standalone IP voice mail services and features detailed in Table 6.3.2.4.b.

Table 6.3.2.4.b – Hosted Standalone IP Telephony Voice Mail Services and Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---------------------|-----------------------|-------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.5 Hosted Standalone IP Telephony Audio Conferencing (M-O)

Access to Basic Audio Conferencing over the Hosted IP Telephone network shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following:

- Six-port conferencing
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

All Audio Conferencing services shall be available and functional to all subscribers within the service network. Contractor shall provide a means of connection for external subscribers (off-net) through a gateway service. Bidder shall describe these services and how both the On-Net IP Customers and Off-Net Customers will be able to access and interact.

Quality of Service Objectives:

Availability shall be 99.2 percent and shall be met through adherence to the following measurements. This shall apply to services provided on backbone network between IP router ports offered by the service provider.

- Packet loss shall be less than .5 percent (five tenths of one percent)
- Jitter shall be less than 15 milliseconds in all cases
- Round trip delay or latency shall not be greater than 150 ms

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4 CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)

The State seeks a WAN solution that will connect to Customer's Local Area Networks (LANs) allowing for migration to a converged environment. This service will allow for the ordering/provisioning of hosted voice and data over a single IP network interface. This service shall be interoperable with and traverse successfully across the PSTN and subscribing Customer's firewalls and security layers. The proposed design shall be network based where all major components reside at a central office or off premises location. The transport shall be acquired as identified in Section 6.3.1. Bandwidth Requirements shall be determined by the ITU compression mechanisms defined by the Bidder's network design. The phones shall be provided by the Contractor but will connect directly to the Customer's infrastructure/network. No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

6.3.4.2.1 Voice Compression (M-O)

The Contractor shall provide Voice compression the will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.2 Packet Play-Out Algorithms (M-O)

The Contractor shall provide Packet Play-out Algorithms that will:

- Compensate for packet loss, delay, and jitter
- Be configurable and provide comprehensive network management statistics
- Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Latency/Delay – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above

Dial Tone Delay – Not to exceed 3 seconds for any call

Call Setup Time – Not to exceed 3 seconds for any call

Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations

Grade of Service – P.03

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.4 Converged Services, IP Telephony Security (M)

The Contractor shall provide security measures that address encryption/decryption algorithms and their associated keys for addressing confidentiality. The Contractor shall also provide firewalls, VPNs, Intrusion Detection Systems (IDS), and Intrusion Protection Systems (IPS) functions that detect and prevent unauthorized access to the network.

Additionally the Contractor shall address their proposed security measures to prevent:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities (e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

Contractor shall offer the Converged Services, IP telephony voice mail services and features detailed in Table 6.3.4.5.a.

Table 6.3.4.5.a –Converged Services, IP Telephony Voice Mail Services and Features (M-O)

| Feature | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|--|---|-----------------------|--------------------|
| Converged Services, IP Telephony Voice Mail | Minimum feature Requirements as listed above. | | |
| Bidder's Description: | | | |

Contractor may offer the Converged Services, IP telephony voice mail services and features detailed in Table 6.3.4.5.b.

Table 6.3.4.5.b – Converged Services, IP Telephony Voice Mail Services and Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---------------------|-----------------------|-------------------|
| Additional unsolicited features offered by the Bidder: | | | |
| | | N/A | |
| Bidder's Description: | | | |

6.3.4.5 Converged Services, Managed IP Audio Conferencing (M-O)

Access to Basic Audio Conferencing over the IP network shall be provided as a standard feature. Basic Audio Conferencing shall consist of:

- Six-port conferencing,
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

Tone In/Out will be heard for each participant as they enter or exit conference

Bidder shall describe these services and how both the On-Net IP network service Customers and Off-Net Customers will be able to access and interact.

6.3.8 OTHER SERVICES (M-O)

6.3.8.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with ordering of IP related circuits, and hourly repair support as described below and are limited to Module 3 service provisioning only.

6.3.8.1.1 Simple Wiring Services, Extended Termination Wiring Services (M-O)

The Contractor shall provide Extended Termination wiring to support the services covered by this Module for all Customer occupied buildings where services under this Module are being offered. Extended Termination wiring services include wire/cable related activities required to extend the Termination point to the Customer defined termination location or cross-connect point from the Contractor's to Customer handoff (CCH). Extended Termination wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Termination wiring shall also include associated trouble shooting, testing and labeling. Extended Termination wiring is limited to the following:

- Installation of cabling for extending services from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Termination wiring from the CCH to the extended termination location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Termination wiring necessary to complete the

provisioning of one Service extension as described in Section 6.3.8.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for Extended Termination detailed in Cost Table 6.3.8.1.1.

Cost Table 6.3.8.1.1 Extended Termination Wiring Services (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|---|-----------------------|-------------------|
| Extended Termination - Copper | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. | | |
| Bidder's Description | | | |
| Bidder's Description | | | |
| Extended Termination - Optical Fiber Link | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only. | | |
| Bidder's Description | | | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.3.8.1.2.

Cost Table 6.3.8.1.2 Station Wiring Services (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---|------------------------------|--------------------------|
| Station Cabling – Horizontal Copper Cat 5e | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Copper Cat 6 | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Copper - Identify, Test and Label | Wiring services to identify, test, and label existing horizontal station wiring per single station location. | | |
| Bidder's Description | | | |
| Design Engineer | Labor only; BICSI RCDD Certified Design Engineer | | |
| Bidder's Description | | | |

6.3.8.1.2 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.3.8.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.3.8.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.3.8.1.3.

Cost Table 6.3.8.1.3 Inside Wiring Services (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|---|-----------------------|-------------------|
| Station Cabling– Installer-Inside Wiring | Labor only; Installer properly trained to install cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Inside wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Optical Fiber-Inside Wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |

6.3.8.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.3.8.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

Examples of fraud that the Contractor shall identify:

- Security breaches
- Toll Fraud
- Denial of service
- Conference Call Manipulation
- Spoofing
- Message relay (eavesdropping)
- Roaming Fraud
- Excessive Short Inbound Call Duration Calls
- Unauthorized Inbound and Outbound Calls
- Hacking
- International Roaming Manipulation

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.4 Invoice Audits (M)**6.3.11.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DTS/ONS requests for billing verification at the Contractor's expense within 30 calendar days of receipt of request. The verification process will include providing issue/action logs and statistics to DTS/ONS as well as each Agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DTS/ONS, bill and collect a Contract administrative fee as determined by DTS/ONS for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those Agencies obtaining service from the new CALNET II Contract. DTS/ONS may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DTS/ONS.

The Contractor shall remit payment to DTS based on the administrative fees billed to Agencies, no later than 60 calendar days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DTS/ONS by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DTS/ONS. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.3.15.2.2 (DTS/ONS Detail of Services Billed Report) and Section 6.3.15.2.3 (DTS/ONS Detail of Services Billed By Agency Report) and shall provide the reports at the same time the electronic fund transfer notification is received. Both the reports and the administrative fee electronic fund transfer notification must be

received to satisfy the administrative fee collection process Requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports.

Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Sections 6.3.15.2.2 and 6.3.15.2.3 to substantiate such adjustment. The amount may be adjusted on a subsequent reimbursement payment.

The Contractor is required to remit administrative fee revenues to DTS/ONS for as long as the Contractor provides services that are ordered under the Contract. This includes the Contract Term and Transition period to new Contract services.

Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.3.15.2.2 and Section 6.3.15.2.3 are not received within 60 calendar days from the end of each calendar month that a bill is rendered.

The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTS/ONS.

DTS/ONS, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DTS/ONS activities or DTS/ONS funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

Bidders shall provide written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues and shall be submitted with the final RFP Proposal. In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DTS/ONS to establish administrative fee rates within 30 calendar days after award of the Contract
- Demonstrate application of administrative fee rates in the billing system

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of Finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting system for each Agency of the State which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding system be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This system is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual state Agencies with a comprehensive automated departmental accounting and reporting system.

Following are the electronic file Requirements for telecommunications Contractor required by CALSTARS to create vendor payment transactions through a mostly automated process.

The State seeks an electronically transmitted invoice file to State of California, Department of Finance – CALSTARS as described below.

General File:

- The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS
- It's desirable to have one file for all invoices prepared on a Business Day
- The file will be a text file
- The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission)
- The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive Business Days to assure that CALSTARS has sufficient time to process the file's records before that file name is used again

Record:

Each record will contain the following data fields, or equivalent:

- Customer Account Number
- Invoice Number
- Invoice Date
- Service Period (may be split into from-date and to-date)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 15 percent of the AMUC
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights

6.3.16 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.3.15 and this Section 6.3.16 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing and network performance analysis
- Web-enabled applications for service ordering/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section shall be implemented and available for DTS/ONS and DTS/ONS authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 Business Days after Contract award
- Web-enabled applications shall have the ability to create password-protected accounts for access by DTS/ONS authorized Customers
- Provisions for Ad Hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS and Customers the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications and reports to DTS/ONS, which include report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble

- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work (Coordinated and Managed)
- Transport and Software necessary for DTS/ONS to access the network monitoring and management applications and reports

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and Service Rates, including features
- Contract language and amendments
- Customers FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reductions changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section

6.3.13.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application or calling the toll free customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and this data shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information:

- Contractor ticket number
- Agency name
- Agency unique identification number
- Customer contact information
- Unique service identifier
- Service type
- Time/date ticket was opened
- Time/date ticket closed
- Address end point locations
- Problem description
- Chronological history of Contractor activity (text)
- Estimated time of arrival
- Actual time/date of arrival
- Estimated time of restoral
- Actual time/date of restoral
- Stop clock condition(s) applied and duration(s)
- Description of resolution

The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This system shall only provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View status on open trouble tickets for a specific service identifier (e.g., telephone number)
- View all historical trouble tickets on a specific service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.4 Network Monitoring Application/Tool (D)

The Contractor shall provide a real-time and historical network performance and fault detection application/tool to DTS/ONS. The system shall be designed to identify the availability and performance of contracted services along with the overall network health. This system must be designed to identify the availability and performance of network services. If one system cannot cover all network services and more than one is required, then each system shall have a consistent look and feel.

The Contractor shall provide the following features:

- Dynamic GUI views that show the relationship between devices in complex switched environments and network services
- Alarm indicators for adversely effected network components
- Immediate real-time network availability, utilization, and error statistics inquiry responses
- Notification or indicators when components are in an administrative/maintenance status
- Real-time event log showing network activity
- This tool shall provide the capability to run customized reports
- The statistical information shall be in a data extractable format

The Contractor shall provide the following trend reports:

- Utilization shall report ingress/egress port level information measured on a daily, weekly, and monthly basis
- Provide standard and customized reports as determined by DTS/ONS

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.3.16.5 Customer Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Maps identifying components including: service types, End-User locations, and handoff points. The Contractor shall provide revisions upon DTS/ONS request.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

*Bidder understands the Requirement and shall meet or exceed it? Yes*_____ *No*_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. _____

The Contractor shall also provide network Equipment data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly SLA Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in an SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate. _____

The Contractor shall provide a monthly report(s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.16.6.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, unique identifiers as agreed upon by Contractor and DTS/ONS, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), trouble ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, and percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

Section 6.4

Section 6.4 Broadband Fixed Wireless Access (BFWA) – MODULE 4

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SECTION 6

6.4 BROADBAND FIXED WIRELESS ACCESS (BFWA) (MODULE 4)

The Contractor shall provide a BFWA solution to provide an alternative to traditional wireline local loop services. This service will be used to provide data services only. Although the focus of this section is on the substitution of the “last mile”, it is understood that interoperability between the Modules in this RFP cannot be guaranteed. Due to the potential for varied solutions from the successful Module 4 Contractor and the potential for multiple Contractors of Modules 1, 2 and 3, interoperability between Modules is not a Requirement. The BFWA provider, to support any proposed BFWA solution, shall provide end-to-end connectivity including a land based wireline service. See Figure 6.4 below.

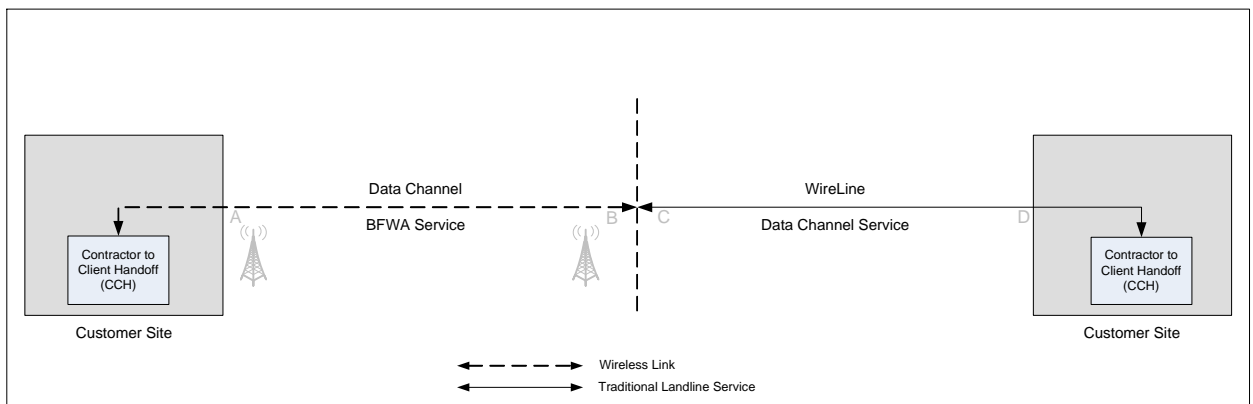


Figure 6.4.1

For the purposes of this Module, Broadband Fixed Wireless Access is defined as wireless devices or point-to-point systems that are situated in fixed locations, such as an office, as opposed to devices that are mobile. BFWA devices typically derive their electrical power from utility mains, as opposed to portable wireless devices that are typically powered from batteries.

The State is not dictating the method of delivery or technology that makes up this service. Broadband fixed wireless systems may include, but are not limited to satellite, digital terrestrial broadcast services, or those based on cellular technology.

Although many types of technologies may be used separately or in combination to augment geographic coverage or bandwidth, service pricing is limited to only two line

rates. The State does not intend to create a Master Service Agreement (MSA) that lists various technologies/service delivery systems.

The types of fixed wireless technologies used to support this service may include, but are not limited to the following, including any combinations of these technologies:

- LMDS, MMDS
- Wimax 802.16, 802.16a
- ETSI HiperMAN
- CDMA, 1xRTT WCDMA, CDMA-2000 CDMA EV/DO, CDMA EVDV & HSDPA
- GSM/ GPRS, EDGE UMTS
- Satellite

Mobility is not a Requirement of this section. Although the technology used to support mobility solutions may be used, the actual feature of mobility will not be evaluated. Mobile solutions may be provided through alternate contracts such as Western States Contracting Alliance (WSCA) and Strategic Sourcing contracts.

Cellular voice services are not a Requirement of this section and will not be included in this Contract. Although the technology used to support voice services may be used for data transmission, the actual feature of cellular voice transmission will not be evaluated or allowed. Cellular voice services may be provided through alternate contracts such as WSCA, Strategic Sourcing contracts.

Specific minimum geographic service areas have been identified in this Module. These minimum geographic service areas are derived from State telecommunication DS0 quantities (See Exhibit 3.J) but should not be considered a guarantee or indicator of actual State usage. There are no minimum guarantees and it is impossible for the State to accurately predict any usage for this Module.

All Contractor implemented upgrades, changes, or modifications to the technologies that make up the services shall be done at no cost to Customers. Any substitution or evolution to newer technologies shall be approved by DTS/ONS prior to implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- Circuit type (Wireline Data Channel Service)
- Available local wireline service technologies by geographic region
- Availability Date (Wireline Data Channel Service and BFWA)
- In addition, the Contractor shall provide a written description for the following:
 - Describe Long range line-of-sight (LOS) and non-line-of-sight (NLOS) distance limitations that apply to the proposed solution(s) (BFWA)
 - Identify which air interface Standards the proposed solution utilizes (BFWA)
 - Identify the key physical features of the air interface Standards being proposed (BFWA)
 - Identify the various forms of data signals/protocols conveyed by your systems such as T1/E1, IP, Ethernet and ATM. (Wireline Data Channel Service and BFWA)
 - Identify path loss and fading phenomena possible over the proposed fixed LOS or NLOS wireless channel and identify the reliability afforded by such channels (BFWA)
 - Identify other possible RF limitations such as signal to interference ratio or time and frequency sensitivity that apply to the proposed BFWA solution
 - Identify the different regulatory requirements for operating the proposed BFWA systems
 - Identify Security Standards that apply to the proposed solution (Wireline Data Channel Service and BFWA)
 - Identify the encryption Standards supported and provided (Wireline Data Channel Service and BFWA)
 - Describe the Customer premise power Requirements (BFWA)
 - Identify which physical interface Standards the proposed solution utilizes. (Wireline Data Channel Service and BFWA)
 - Identify Wireless Channel latency

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the State.

Interoperability – the ability to deliver services that interconnect and communicate based on open established Standards.

Scalability – the ability to expand services statewide.

6.4.3 BFWA SERVICE

The Contractor shall provide the BFWA channel services described below.

6.4.3.1 BFWA Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below:

- Wireless segment availability shall be 98.5 percent (BFWA)
- Wireless transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel line average throughput not less than 100Kbps
- Wireless Channel latency shall be identified for technical evaluation

Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.

This service is not required to be available at time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

Contractor shall offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.a.

Table 6.4.3.1.a BFWA Data Channel Basic Line Rate Service and Features (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/ Location |
|--|---|-----------------------|--------------------|
| Wireless Data Channel Basic Line Rate (1 end point) – Monthly Service Fee | BFWA solution as a service at 100Kbps as described above. | | |
| Bidder's Description: | | | |
| BFWA Basic Line Rate – Usage Charge | BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply. | | |
| Bidder's Description: | | | |

Contractor may offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.b.

Table 6.4.3.1.b BFWA Data Channel Basic Line Rate Service and Features (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|--|-----------------------|-------------------|
| Expedite Option | Bidders shall describe installation interval commitment and expedite criteria. | | |
| Bidder's Description: | | | |
| Portability Option | BFWA solution as a service at 100Kbps as described above with the ability to easily deploy in a temporary non fixed environment. | | |
| Bidder's Description: | | | |
| Additional unsolicited features offered by the Bidder: | | | |
| | | | |
| Bidder's Description: | | | |

| Table 6.4.3.1.1 Feature Name | Service Location for BFWA 100K | Meets or Exceeds? Y/N | Document/Location |
|---------------------------------|--------------------------------|--------------------------|-------------------|
| BFWA 100K | BAYSIDE | | |
| BFWA 100K | BURNEY | | |
| BFWA 100K | BUELLTON | | |
| BFWA 100K | BRISBANE | | |
| BFWA 100K | BRENTWOOD | | |
| BFWA 100K | BLUE LAKE | | |
| BFWA 100K | BLACK HAWK | | |
| BFWA 100K | BEVERLY HILLS | | |
| BFWA 100K | BELMONT | | |
| BFWA 100K | ATASCADERO | | |
| BFWA 100K | ANGWIN | | |
| BFWA 100K | ANGELS CAMP | | |
| BFWA 100K | ANDERSON | | |
| BFWA 100K | ALTADENA | | |

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption
- Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below.

- Wireless Segment availability shall be 98.5 percent (BFWA)
- Wireless Transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel Line average throughput not less than 200Kbps
- Wireless Channel latency shall be identified by the Contractor for technical evaluation **Joanne will check with Brad**

Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

Bidder's Description:

Contractor may offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.b.

Table 6.4.3.2.b BFWA Data Channel Enhanced Line Rate Service and Features (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|--|-----------------------|-------------------|
| Expedite Option | Bidders shall describe installation interval commitment and expedite criteria. | | |
| Bidder's Description: | | | |
| Portability Option | BFWA solution as a service at 200Kbps as described above with the ability to easily deploy in a temporary non fixed environment. | | |
| Bidder's Description: | | | |
| Additional unsolicited features offered by the Bidder: | | | |
| | | | |
| Bidder's Description: | | | |

6.4.3.2.1. BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D)

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E2 upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E). Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7 (excludes the required locations described in Section 6.4.3.1 above).

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document_____

| Table 6.4.3.2.1 Feature Name | Service Location for BFWA 200K | Meets or Exceeds? Y/N | Document/Location |
|---------------------------------|--------------------------------|--------------------------|-------------------|
| BFWA 200K | CATHEDRAL CITY | | |
| BFWA 200K | CAPITOLA | | |
| BFWA 200K | CAMINO | | |
| BFWA 200K | BAYSIDE | | |
| BFWA 200K | BURNEY | | |
| BFWA 200K | BUELLTON | | |
| BFWA 200K | BRISBANE | | |
| BFWA 200K | BRENTWOOD | | |
| BFWA 200K | BLUE LAKE | | |
| BFWA 200K | BLACK HAWK | | |
| BFWA 200K | BEVERLY HILLS | | |
| BFWA 200K | BELMONT | | |
| BFWA 200K | ATASCADERO | | |
| BFWA 200K | ANGWIN | | |
| BFWA 200K | ANGELS CAMP | | |
| BFWA 200K | ANDERSON | | |
| BFWA 200K | ALTADENA | | |

6.4.3.3 BFWA Additional Line Rate Data Channel Service –Service and Features (D)

The State seeks additional high-speed digital data channel interface services higher than that of the Basic and Enhanced Line Rate Data Channel BFWA Services to support connectivity for end-to-end digital data transmission in the unsolicited features section.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7.

The Contractor shall identify the following:

- Actual line rate supported for each identified category
- Distance limitations for each line rate
- Applicable SLA for each technology/line rate
- Technology used per location

| Table 6.4.3.3.A Feature Name | BFWA Additional Line Rate Data Channel Service | Meets or Exceeds? Y/N | Document/Location |
|---|---|--------------------------------------|--------------------------|
| BFWA 200k – 700k | Clyde | | |
| BFWA 200k – 700k | Clayton | | |
| BFWA 200k – 700k | Chester | | |
| BFWA 200k – 700k | Chatsworth | | |
| BFWA 200k – 700k | Ceres | | |
| BFWA 200k – 700k | Cathedral City | | |
| BFWA 200k – 700k | Capitola | | |
| BFWA 200k – 700k | Camino | | |
| BFWA 200k – 700k | Bayside | | |
| BFWA 200k – 700k | Burney | | |
| BFWA 200k – 700k | Buellton | | |
| BFWA 200k – 700k | Brisbane | | |
| BFWA 200k – 700k | Brentwood | | |
| BFWA 200k – 700k | Blue Lake | | |
| BFWA 200k – 700k | Black Hawk | | |
| BFWA 200k – 700k | Beverly Hills | | |
| BFWA 200k – 700k | Belmont | | |
| BFWA 200k – 700k | Atascadero | | |
| BFWA 200k – 700k | Angwin | | |
| BFWA 200k – 700k | Angels Camp | | |
| BFWA 200k – 700k | Anderson | | |
| BFWA 200k – 700k | Altadena | | |

| Table 6.4.3.3.B Feature Name | BFWA Additional Line Rate Data Channel Service | Meets or Exceeds? Y/N | Document/Location |
|---|---|--------------------------------------|--------------------------|
| BFWA over 700k | Cathedral City | | |
| BFWA over 700k | Capitola | | |
| BFWA over 700k | Camino | | |
| BFWA over 700k | Bayside | | |
| BFWA over 700k | Burney | | |
| BFWA over 700k | Buellton | | |
| BFWA over 700k | Brisbane | | |
| BFWA over 700k | Brentwood | | |
| BFWA over 700k | Blue Lake | | |
| BFWA over 700k | Black Hawk | | |
| BFWA over 700k | Beverly Hills | | |
| BFWA over 700k | Belmont | | |
| BFWA over 700k | Atascadero | | |
| BFWA over 700k | Angwin | | |
| BFWA over 700k | Angels Camp | | |
| BFWA over 700k | Anderson | | |
| BFWA over 700k | Altadena | | |

6.4.4 WIRELINE DATA CHANNEL SERVICES (M-O)

The Contractor shall provide the services described below.

6.4.4.1 Wireline Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide data channel delivery services to support digital data transmission. This service shall be used to provide land based wireline connection for one end of any end-to-end solution. This service shall be provisioned only with the BFWA Data Channel Basic or Enhanced Line Rate Services and shall not be installed at both ends of any data channel.

The State is not dictating the method of delivery or technology that makes up this service. This service may use, but is not limited to DSL, DS1, Fractional DS1, DS3, Fractional DS3, Ethernet, SONET, or any combination to augment geographic coverage or bandwidth.

| Table 6.4.4.3.A Feature Name | BFWA Additional Line Rate Data Channel Service | Meets or Exceeds? Y/N | Document/Location |
|---|---|--------------------------------------|--------------------------|
| Wireline 200k – 700k | Ceres | | |
| Wireline 200k – 700k | Cathedral City | | |
| Wireline 200k – 700k | Capitola | | |
| Wireline 200k – 700k | Camino | | |
| Wireline 200k – 700k | Bayside | | |
| Wireline 200k – 700k | Burney | | |
| Wireline 200k – 700k | Buellton | | |
| Wireline 200k – 700k | Brisbane | | |
| Wireline 200k – 700k | Brentwood | | |
| Wireline 200k – 700k | Blue Lake | | |
| Wireline 200k – 700k | Black Hawk | | |
| Wireline 200k – 700k | Beverly Hills | | |
| Wireline 200k – 700k | Belmont | | |
| Wireline 200k – 700k | Atascadero | | |
| Wireline 200k – 700k | Angwin | | |
| Wireline 200k – 700k | Angels Camp | | |
| Wireline 200k – 700k | Anderson | | |
| Wireline 200k – 700k | Altadena | | |

| Table 6.4.4.3.A Feature Name | BFWA Additional Line Rate Data Channel Service | Meets or Exceeds? Y/N | Document/Location |
|---|---|--------------------------------------|--------------------------|
| Wireline over 700k | Capitola | | |
| Wireline over 700k | Camino | | |
| Wireline over 700k | Bayside | | |
| Wireline over 700k | Burney | | |
| Wireline over 700k | Buellton | | |
| Wireline over 700k | Brisbane | | |
| Wireline over 700k | Brentwood | | |
| Wireline over 700k | Blue Lake | | |
| Wireline over 700k | Black Hawk | | |
| Wireline over 700k | Beverly Hills | | |
| Wireline over 700k | Belmont | | |
| Wireline over 700k | Atascadero | | |
| Wireline over 700k | Angwin | | |
| Wireline over 700k | Angels Camp | | |
| Wireline over 700k | Anderson | | |
| Wireline over 700k | Altadena | | |

6.4.5 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. These services are integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. To achieve maximum performance, Customers must be oriented to the new Contract, and be able to easily and efficiently use the provided services.

Training shall be provided for:

- Orientation of Customers (End-Users) and the DTS/ONS to the new Contract; and training for the new or replacement services required under Section 6.4.5.1 see also RFP Section 6.4.16
- New or replacement services as ordered and provisioned throughout the Contract Term (Sections 6.4.5.2)

6.4.6 OTHER SERVICES (M-O)

6.4.6.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with provisioning of Module 4 services, and services related to hourly support as described below and are limited to Module 3 service provisioning only.

6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O)

The Contractor shall provide simple wiring services to support the BFWA and network services covered by this Module for all Customer occupied buildings where services under this Contract are being offered. Simple wiring services are wire/cable related activities required to extend the termination point to the Customer defined jack location or cross-connect point from the Contractor to Customer Handoff (CCH) or provide connection to BFWA Data Communications Equipment (DCE) termination points. Simple wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Simple wiring shall also include associated trouble shooting, testing and labeling. Simple wiring services are limited to the following:

- Installation of cabling for extending network interfaces from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location
- BFWA DCE to CCH
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete simple wiring from the CCH to the extended Termination location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site

- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff
- Upon written release provided by either the Customer or by DTS/ONS

Contractor shall provide a price in Section 7 (Costs) as provided for within the cost table for all labor and materials required for simple wiring services necessary to complete the provisioning of service extension. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended Termination detailed in Cost Table 6.4.6.1.1.

Cost Table 6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|--|-----------------------|-------------------|
| Extended Termination - Copper | Wiring services to extend Facilities from the Contractor's Termination to the Customer's point of utilization from a copper trunk or trunking equipment as described above. | | |
| Bidder's Description | | | |
| Bidder's Description | | | |
| Extended Termination - Optical Fiber Link | Wiring services to extend Facilities from the Contractor's Termination to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only. | | |
| Bidder's Description | | | |

6.1.5.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.4.6.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.4.6.1.2.

Cost Table 6.4.6.1.2 Station Wiring Services(D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---|------------------------------|--------------------------|
| Station Cabling – Horizontal Copper Cat 5e | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Copper Cat 6 | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP. | | |
| Bidder's Description | | | |
| Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z | Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated. | | |
| Bidder's Description | | | |

The Contractor may offer the inside wiring services as detailed in Table 6.4.6.1.3.

Cost Table 6.4.6.1.3 Inside Wiring Services (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|--|---|------------------------------|--------------------------|
| Station Cabling– Installer-Inside Wiring | Labor only; Installer properly trained to install cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Inside wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Station Cabling– Technician-Optical Fiber-Inside Wiring | Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section. | | |
| Bidder's Description | | | |
| Design Engineer | Labor only; BICSI RCDD Certified Design Engineer | | |
| Bidder's Description | | | |

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.8 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this Module. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.4.8.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be ordered/provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

considered the theft of services or deliberate misuse of data networks by perpetrator's whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud that the Contractor shall identify:

- Hacking
- Message relay (eavesdropping)
- Denial of service
- Spoofing
- Access intrusion

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS the ability to run custom reports.
- Ongoing Training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and Service Rates, including features

- Contract language and amendments
- Customer FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reduction changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section 6.4.11.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customer shall have the capability of opening tickets either by a web-enabled application or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customer shall have access to historical complete ticket data for 18 months and this data shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information:

- Contractor ticket number
- Agency name
- Agency identification number
- Customer contact information
- Service identifier
- Service type
- Time/date ticket was opened
- Time/date ticket closed
- Address end point locations
- Problem description
- Chronological history of Contractor activity (text)
- Estimated time of arrival
- Actual time/date of arrival
- Estimated time of restoral
- Actual time/date of restoral
- Stop clock condition(s) applied and duration(s)

- Description of resolution

The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This system shall provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific unique identifier

View all historical trouble tickets on a specific service identifier within the previous 6 months.

- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.4 Customer Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Maps identifying components including: service types, End-User locations, and handoff points. The Contractor shall provide revisions upon DTS/ONS request.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. _____

The Contractor shall also provide network Equipment data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly SLA Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in an SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a

service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number. _____

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, unique identifiers as agreed upon by Contractor and DTS/ONS, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), trouble ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, and percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

"DATA PROCESSING SUBSYSTEM" shall mean a complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.

"DATA PROCESSING SYSTEM (SYSTEM)" shall mean the total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

"DELIVERABLES" shall mean Goods, Software, Information Technology, telecommunications technology, and other items (e.g. reports) to be delivered pursuant to the applicable Contract, including any such items furnished incident to the provision of Services.

"DELIVERY DATES" shall mean the dates specified by the State for the delivery by Contractor of certain Deliverables or Services.

"DEPARTMENT DIRECTOR" shall mean the Director of DTS/ONS.

"DESIRABLE ITEMS" shall mean attributes or conditions in the RFP that are defined by the words "should" or "may".

"DGS" shall mean the Department of General Services of the State of California.

"DGS/PD" shall mean the Procurement Division of the Department of General Services of the State of California.

"DTS/ONS" – DTS/ONS is now synonymous with STND, the Statewide Telecommunications and Network Division, which is the new name for DTS/ONS.

"DISASTER RECOVERY AND SECURITY PLAN" shall have the meaning given it in Section 79 of the General Provisions.

“STATE” shall mean DTS/ONS, or as DTS/ONS may designate, in its sole discretion, any other department, division, or unit of the State of California, any agency or governmental entity of the State of California or any local jurisdiction within the State of California empowered to expend public funds, and their end-users, intended to receive the benefit of the Services. DTS/ONS may exercise such discretion at any time and from time to time, either on a case-by-case basis or by notifying Contractor of its then-established policies and guidelines for the same. Without limiting any of the foregoing, the Parties presently anticipate that: (a) where the term is used in reference to contract administration activities, it shall refer to DTS/ONS and (b) where the term is used in reference to payment obligations and dispute resolution activities, as the same relate to a particular Ordering Document, it shall refer to the entity identified in such Ordering Document or by DTS/ONS as the beneficiary of the Deliverables and Services.

“STATE RESOURCES” shall have the meaning given in Section 15e. of the General Provisions.

“STATEMENT OF WORK” is Attachment 2 and any additional statements of work entered into by the State and Contractor pursuant to this Contract.

“STOP WORK ORDER” shall mean a written order from the State to the Contractor instructing the Contractor to stop the performance of all, or some portion, of work under the Contract, as further described in Section 36b. of the General Provisions.

“STND” shall mean the Statewide Telecommunications and Network Division, the new name for DTS/ONS.

“SUBCONTRACT PRICING REVIEW” shall have the meaning given in Section 80 of the General Provisions.

“SUBCONTRACT RATE” shall have the meaning given in Section 80 of the General Provisions.

“SUPPLIER” shall mean a business entity, Bidder, offeror, vendor, or Contractor